University Hospitals Bristol and Weston NHS Foundation Trust

Patient information service

Bristol Royal Hospital for Children

Noah's Ark Children's Hospital for Wales

Wales and West Acute Transport for Children (WATCh)

This leaflet is designed to provide you with information about the Wales and West Acute Transport for Children (WATCh) service. It will also give you some information about Bristol Royal Hospital for Children and Noah's Ark Children's Hospital for Wales.

About the WATCh service

Wales & West Acute Transport for Children

Paediatric (children's) intensive care is only provided in a small number of hospitals within the UK and is a highly specialised area of care.

The two regional children's hospitals are Bristol Royal Hospital for Children (BRHC), which is the designated hospital in the South West of England, and Noah's Ark Children's Hospital for Wales in Cardiff (NACHfW).

The WATCh service is based at Bristol Ambulance Emergency Medical Services. They provide a mobile team that can go to any hospital in the South West and Wales region and provide care for any critically ill children. Once at your local hospital, the team will assess and stabilise your child before transferring them to BRHC or NACHfW for continuing intensive care.

The WATCh transport team is made up of a dedicated team of nurses and doctors who have a variety of skills and extensive experience.

The team's aim is to provide an exemplary level of care from the moment they know about your child, throughout their transfer, and until they are settled into the paediatric intensive care unit (PICU) or the high dependency unit (HDU) either at BRHC or NACHfW.

The children's air ambulance

The Wales air ambulance

Monitoring and equipment

The WATCh transport team has a large amount of equipment that it carries wherever it goes. This enables the team to provide all the care your child might need throughout their stabilisation and transfer.

Your child may already be attached to a monitor – a machine that records your child's heart rate and blood pressure, for example. The team will transfer this monitoring to their portable monitor ready for the journey. This monitor measures heart rate, blood pressure, body temperature, respiratory rate and the amount of oxygen in your child's blood.

Ventilator

Monitor

Infusion pumps

Babypod

If your child needs some support with their breathing, they may need the help of a ventilator (a breathing machine). The team has two types of ventilator; both are small and portable. Should your child need this help, they will need a tube passing down into their windpipe through their nose or mouth. This is known as an ET tube. Your child will be sedated throughout their transfer.

Your child may also have other tubes attached. Often, a nasogastric (NG) tube is passed through the nose into the stomach so they can still receive some milk feed or medicines, and the stomach can be emptied of air if needed.

There may be other tubes or lines that go into veins to give medicines, or that go into an artery to enable accurate measurement of blood pressure, and to allow blood samples to be taken easily.

It is extremely important to the team that your child is comfortable, not distressed, safe, and unaware of what is happening.

Therefore, regular pain relief will be given, along with a sedative to keep them sleepy.

Other medicines (muscle relaxing agents) may also be given, which will prevent your child from moving. This is done for a number of reasons, but mainly for safety during the journey. The effects of these medicines are only temporary.

Other useful information

This is likely to be a highly stressful time for you, and the team will do everything it can to make it as smooth as possible. They will willingly answer any questions you have. However, sometimes it is necessary to assess, treat and stabilise your child before updating you. Please bear with staff – someone will keep you informed, and the team will talk to you as soon as they can.

Can I accompany my child?

Yes – one of the team will discuss this with you in more detail before leaving the local hospital. If your child is transported by the children's air ambulance, there may not be room for a parent to travel due to limited space. The children's air ambulance will need to know your weight at the planning stage of the journey.

If you are driving to Bristol or Cardiff, we respectfully ask that you **do not try to follow the ambulance**, as it may be travelling at speed and could potentially put both yourselves and your child with the transport team at risk. If you see our vehicle stopped at the side of the road, please do not pull over, but continue with your journey.

Once you arrive at the hospital and your child is settled into the PICU or HDU, you will have the opportunity to talk to the nurses and doctors caring for your child about the plans for their ongoing care. The nurses and doctors will support you as much as they can, but if you require further help or other people to talk to, this can be arranged for you by the staff on PICU or HDU.

To maintain the safety of patients and staff the number of visitors may be at times be limited. This will be dependent on current government and NHS advice and support.

Noah's Ark Children's Hospital for Wales

Heath Park
Cardiff
CF14 4XW

PICU tel: 029 2074 3282

The paediatric intensive care unit is located on 3rd floor (the Star floor).

From M4 (west) and A470 (north)

1. Follow the M4 (from the west) / A470 (from the north) until the M4/A470 interchange at Coryton.

2. Follow the road signs marked Cardiff city centre, and travel along the dual carriageway for approximately two miles until you reach a large roundabout.

3. At the roundabout, stay in the left hand lane, and aim for the A48 Newport (the hospital will be signposted from here).

4. The entrance onto the University Hospital of Wales site is on the slip road to the A48.

From M4 (east)

1. From the Severn Bridge (Bristol), continue on the M4 westbound for approximately 23 miles.

2. Leave the M4 at junction 29 to join the A48(M).

3. Follow A48(M) until the fifth junction. There is a dedicated slip road onto the University Hospital of Wales site.

4. At the traffic lights, turn right onto the hospital site.

From M5 (north)

1. Leave M5 (north) at Junction 18A, then join the M49.
2. At the roundabout, take the first exit and join the M4.
3. Leave the M4 at junction 29 to join the A48(M).
4. Follow A48(M) until the fifth junction. There is a dedicated slip road onto the University Hospital of Wales site.
5. At the traffic lights, turn right onto the hospital site.

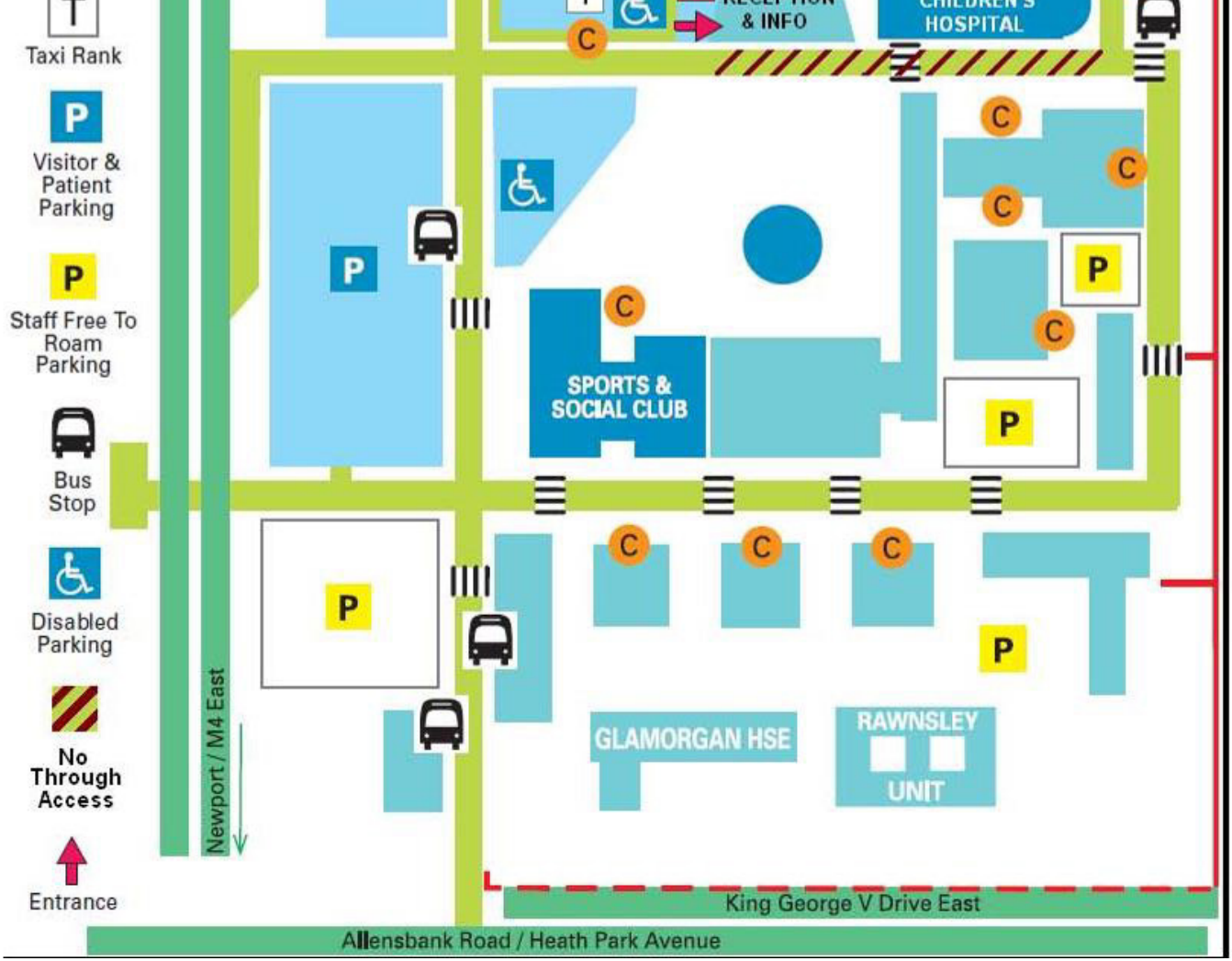
Car parking

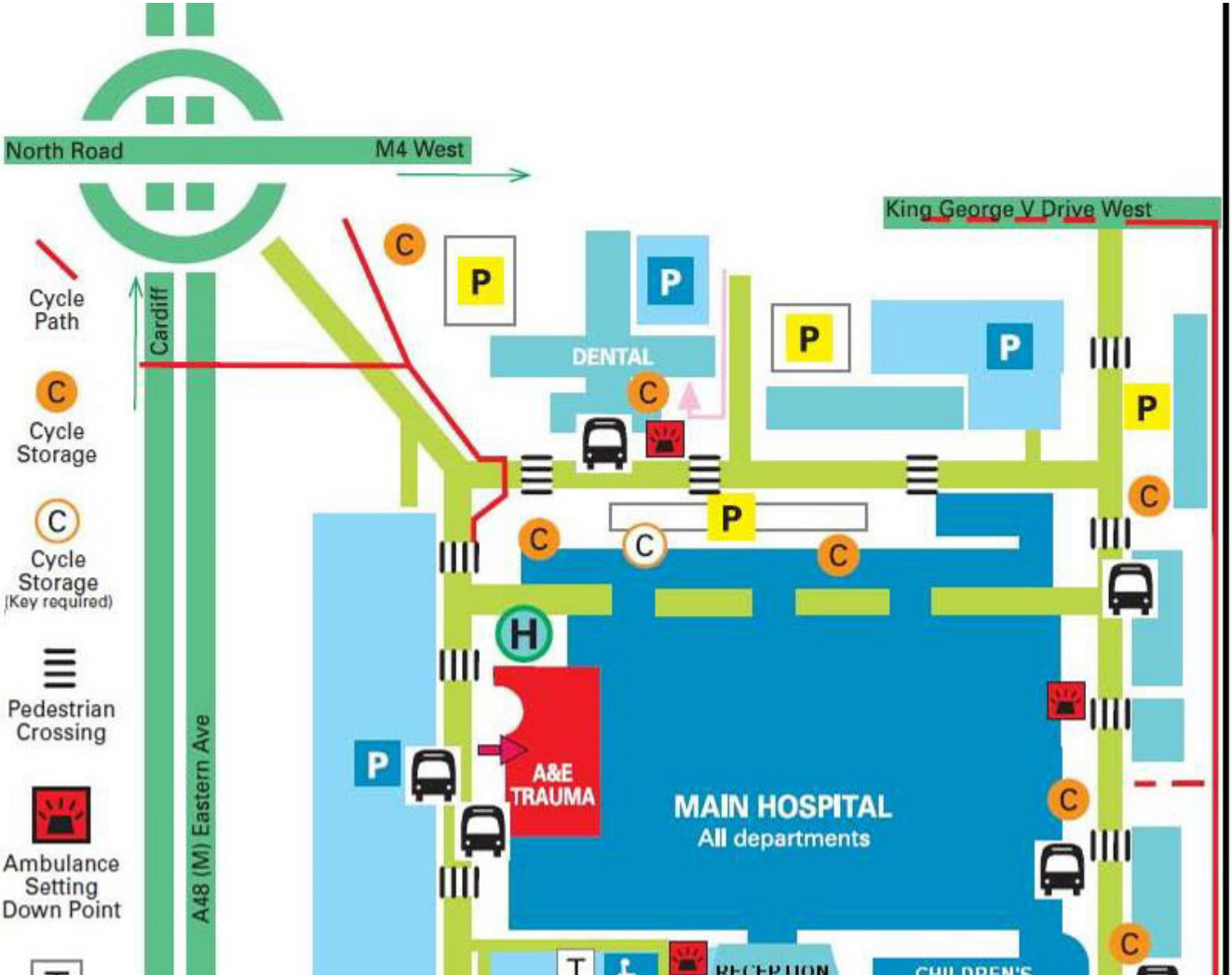
The Children's Hospital for Wales is based within the site of the University Hospital of Wales (see map on next page). Once onsite, car parking and disabled parking is available in the multi-storey car park. Reduced rates are available for parents and carers from the car park office on the ground floor of the multi-storey car park.

To get to the children's hospital main entrance from the multi-storey car park, cross the road at the pelican crossing by the pedestrian exit to the car park. Follow the covered footpath, passing the lake and fountain on your right. Instead of heading for the main concourse, bear right and up the blue staircase, and cross the road to the children's hospital.

Accommodation

Accommodation is available within the hospital, so you can stay with your child. This is arranged by the hospital accommodation manager. Everything will be done to accommodate you, but there is often a waiting list. Priority will be given to those who live outside the Cardiff area.


Taxi Rank
Visitor & Patient Parking
Staff Free To Roam Parking
Bus Stop
Disabled Parking
No Through Access
Entrance
& INFO
CHILDREN'S HOSPITAL
SPORTS & SOCIAL CLUB
GLAMORGAN HSE
RAWNSLEY UNIT
Newport / M4 East
King George V Drive East
Allensbank Road / Heath Park Avenue


North Road
M4 West
King George V Drive West
Cycle Path
Cardiff
A48 (M) Eastern Ave
Cycle Storage
Cycle Storage (Key required)
Pedestrian Crossing
Ambulance Setting Down Point
DENTAL
A&E TRAUMA
MAIN HOSPITAL
All departments
RECEPTION
CHILDREN'S

Bristol Royal Hospital for Children

Upper Maudlin Street
Bristol
BS2 8BJ

PICU tel: 0117 342 8377

The seahorse intensive care unit (E400) is located on level 4 (the yellow floor).

From M5 (north/south) and M4 (east)

1. Follow the signs for M4 London. Join the M4 travelling towards London.
2. After approximately two miles on the M4, turn off at junction 19 for the M32 Bristol.
3. Join the M32 and travel to the end of the motorway – this is approximately four miles.
4. Stay in the right hand lane and bear right at the traffic lights, signposted bus station, Clifton, hospital A&E.
5. At the next roundabout, keep in the middle lane and take the second exit, signposted bus station.
6. Continue along Marlborough Street through two sets of traffic lights.
7. Turn right at the next set of lights for BRHC.

From M4 (west)

1. Leave the M4 at junction 19, signposted M32 Bristol.

2. Follow the previous directions from step 3.

Car parking

Parking at the hospital is limited. There are a few disabled bays outside the main entrance to the hospital for parents with a disabled parking permit. Other hospital car parks are shown on the map on pages 14 and 15.

There are also some nearby NCP car parks. A permit can be obtained for use within the hospital car parks once you are at BRHC. Please ask your child's nurse or at main reception (level 2) on arrival for more details on these permits.

Accommodation

We will do our best to find accommodation for you while your child is on PICU. Again, this is limited, but it can be arranged once you are at BRHC.

This accommodation may not necessarily be within the hospital, but very nearby, at the Ronald McDonald House. It is not always possible for us to accommodate siblings. Information on accommodation and other practical support is available from the family information room, which is located on level 2.

Useful phone numbers

Caterpillar - 0117 342 8333

Dolphin - 0117 342 8332

Daisy - 0117 342 7897

Bristol City Centre Hospitals **Map**

A free shuttle bus service is provided for patients, visitors and staff. The circular route includes Bristol Temple Meads railway station and around our hospital sites.

If you are traveling by car there may be some road diversions in place, please check the Bristol City Council website for current information

NHS
University Hospitals Bristol and Weston
NHS Foundation Trust

Key

- Zone A — Bristol Royal Infirmary
- Zone B — Bristol Royal Infirmary
- Zone C — Bristol Heart Institute
- Zone D — Bristol Haematology and Oncology Centre
- Zone E — Bristol Royal Hospital for Children
- Zone H — Bristol Eye Hospital
- Other Trust buildings

- Entrances
- Restricted Access Department Only
- Free Hospital Shuttle Bus
- Disabled Parking
- Drop-Off Area
- Park & Ride Bus Stop
- Woodland Walkway
- Car Parks
- ED — Emergency Department (Accident and Emergency)
- CED — Children's Emergency Department (Accident and Emergency)

Travelling with your child

We are able to offer one parent the opportunity to travel in the ambulance with their child. The aim of the team is to provide a safe transfer for you and your child.

There may be times, dependent on current government and NHS advice, that we will be unable to offer any parents transport.

We apologise for any distress this may cause. We will contact you by phone if there are any changes to your child's condition during the journey. The team will update you once your child has arrived at their destination.

Your safety

It is very important that you listen to any instructions the driver gives you during the journey.

You will be travelling in the front cab of the ambulance alongside the driver for the duration of the journey. You must remain seated with your seatbelt fastened at all times.

You must not distract the driver; they need to concentrate on the road conditions and moving through the traffic.

You must not get out of the ambulance unless you are specifically told to do so by the driver or the team.

The ambulance may use blue lights and sirens where necessary to allow movement through the traffic and to avoid unnecessary delays in the journey. This can make the journey a little bumpy; if you normally suffer with travel sickness, this may be made worse. In this case, please discuss with the team before leaving.

Space is very limited, and all equipment must be secured in the ambulance to comply with the law and to prevent injury.

Because of this, you can only bring one small bag with you in the ambulance.

Your child's safety

Your child will be accompanied by a minimum of two transport team members. However, there may also be extra staff present who are training.

It is the aim of the team to move your child with all their intensive care treatment safely. The team will monitor your child's heart rate, blood pressure and oxygen saturations constantly throughout the journey.

The monitor has alarms set to notify the team of any small changes in your child's condition. These alarms may be triggered several times during a journey, but please be aware that bumpy road conditions can also cause the alarms to sound.

The team will try to keep you updated of any changes in your child's condition throughout the journey. However, their priority is caring for your child, so if urgent treatment is needed, this will be done first, and explanations will be given to you later.

If we need to make changes in your child's care or wish to assess your child without the noise of the ambulance engine, we will ask the ambulance to stop. This does **not** mean that there has been a deterioration in your child's condition. We are unable to safely undertake procedures for your child while the ambulance is moving. During a long journey, your child may require extra intravenous fluids or drugs.

In these instances, please be patient with the team. They will tell you of any changes made once they are satisfied with your child's condition.

WATCh
Wales and West Acute Transport for Children
I'M WILBUR
THE WATCh BEAR
Offering a comforting paw to young cubs on their journey
GRAND APPEAL

Notes

As well as providing clinical care, our Trust has an important role in research. This allows us to discover new and improved ways of treating patients.

While under our care, you may be invited to take part in research. To find out more please visit: **www.uhbw.nhs.uk**

Help us prevent the spread of infection in hospital. Please make sure your hands are clean. Wash and dry them thoroughly/use the gel provided. If you have been unwell in the last 48 hours please consider whether your visit is essential.

Smoking is the primary cause of preventable illness and premature death. For support in stopping smoking contact **NHS Smokefree** on **0300 123 1044**.

Drinkline is the national alcohol helpline. If you're worried about your own or someone else's drinking, you can call this free helpline in complete confidence. **Drinkline** on **0300 123 1110.**

To access all patient leaflets and information please go to the following address: **http://foi.avon.nhs.uk/**

Bristol switchboard: 0117 923 0000

Weston switchboard: 01934 636 363

www.uhbw.nhs.uk

For an interpreter or signer please contact the telephone number on your appointment letter.

For this leaflet in large print or PDF format, please email patientleaflets@uhbw.nhs.uk.

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Published: **20/10/21** Expires: **31/10/24** WACD/CHS/PICU/WATCH/OCT21